

Received & Inspected

NOV 20 2009

FCC Mail Room

1400 Lake Hearn Drive, NE
Atlanta, GA 30310

November 18, 2009

VIA ELECTRONIC TRANSMITTAL

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
445 12th Street SW
Washington, DC 20554

Re: **BURTON, Barbara**
FCC File IC#: 09-C00165797-FC
Response Date: November 18, 2009

Ladies and Gentlemen:

CoxCom, Inc. d/b/a Cox Communications Louisiana ("Cox") files this letter as its response to the above-referenced cable complaint.

Cox received the above-referenced complaint stating that its customer, Ms. Burton, experienced a recurring issue with the closed captioning on WAFB, a local television station viewed by Ms. Burton on her Cox cable lineup. Ms. Burton indicates that the captioning would freeze after a certain graphics display on the station. Upon receiving Ms. Burton's complaint, Cox's Central Systems senior technician immediately contacted the chief engineer at WAFB to advise the station of the complaint. The engineer confirmed to Cox that the problem identified with the captioning originated with WAFB and that, as of the evening of October 15, WAFB had addressed and corrected the mechanism causing the problem at issue with their closed captioning transmission. Cox has confirmed that it is passing through the captioning transmitted in the station's signal properly. A Cox Customer Satisfaction analyst has sent follow-up correspondence directly to Ms. Burton to ensure that WAFB's corrective action has been successful. Cox values Ms. Burton as a customer, and we are glad to have helped provide this information.

Very truly yours,

RESPONDING ON BEHALF OF COXCOM, INC., D/B/A COX LOUISIANA

A handwritten signature in black ink, appearing to read "Judith Gunn". The signature is fluid and cursive, with the first name "Judith" being more prominent.

Judith Gunn
Executive Assistant, Regulatory Affairs

cc: Ms. Barbara Burton
10627 Hillgate Avenue
Baton Rouge, LA 70810

Cheryl.king@fcc.gov